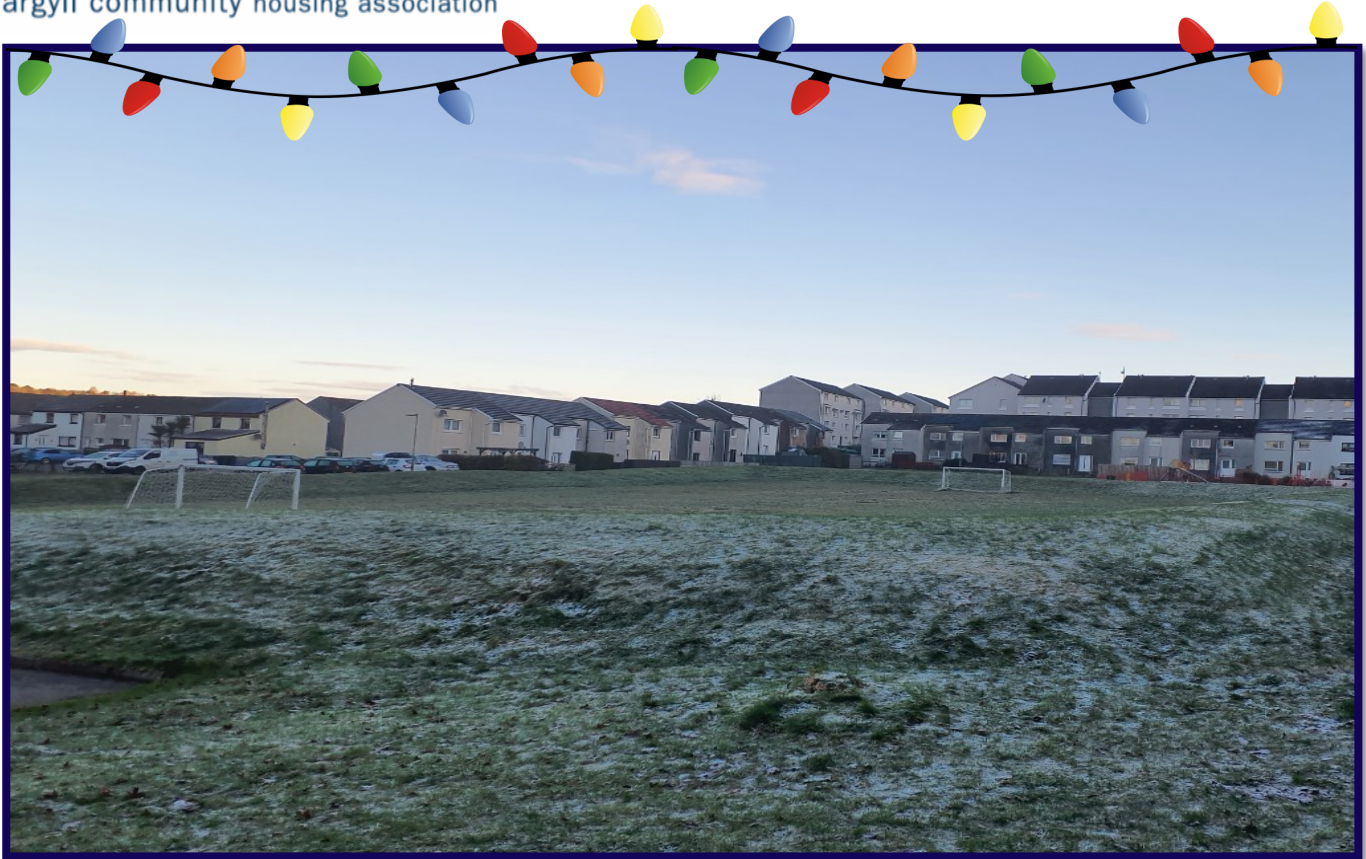


# Estate Management Winter Newsletter



## **Your Local Housing and Neighbourhood Services Assistants are here to help:**

Name Karen.Maclean, South Lorn

E-mail [Karen.Maclean@acha.co.uk](mailto:Karen.Maclean@acha.co.uk)

Phone 01546 605 929

Name Dee Moloney, North Lorn

E-mail [Deirdre.Moloney@acha.co.uk](mailto:Deirdre.Moloney@acha.co.uk)

Phone 01546 605 940

## **Architects progressing funding bid for Bayview TP site**

In September, Inch Architects met with our Bayview residents and members of the wider Traveller Community to progress plans for applying for Scottish government funding. The architects are currently getting costings for potential improvements to the Bayview Travelling Persons site, and we are hoping to apply for funds when the next round of funding opens

## STAIR CLEANING ADVICE

Residents and tenants are jointly responsible for taking turns to clean stairs, closes and other common areas.

Our staff inspect closes regularly.

Please do not leave any items in the close or stairwell due to fire safety.

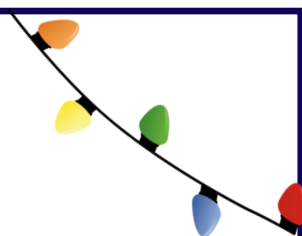
## BULK UPLIFT

Argyll & Bute Council  
provide this

service to assist with  
the collection and

disposal of larger, bulkier items or if you  
have a lot of items to dispose of.

They charge £76.30 for a 10 minute  
Collection and requests can be made on the  
Council website, by calling 01546 605514 or  
via email [enquiries@argyll-bute.gov.uk](mailto:enquiries@argyll-bute.gov.uk)



## Backcourts – What is the Tenants / Residents Responsibility?

BULK ITEMS	
DO	DO NOT
Place items at the side of the bin area for uplift on bin day.	Put items inside the bin store.
Tie loose items together, i.e. laminate flooring, wood etc.	Leave items loose to be scattered over the back court. Cleansing won't uplift them.
HOUSEHOLD REFUSE	
DO	DO NOT
Tie and secure refuse bags.	Place loose items in the bin store. The Cleansing Department won't uplift items that are not bagged.
Place refuse bags in wheeled bins provided.	Do not leave refuse bags out with the wheeled bins or on the floor of the bin store.
Put paint tins in tied secure bags and place in the bin store for uplift.	Put out paint tins un-bagged as the Cleansing Department won't uplift them. This could also cause an increase in graffiti and vandalism in your area.

## **ASSISTED GARDEN SCHEME**

If you are over 65 and/or are registered disabled and struggle to maintain your garden, you may qualify for the assisted grass cutting service. Please contact your local ACHA office for an application or call us on 01546 605 930 and we will post one out for you to complete and return. The list 's are currently full but by completing an application form you can join a queue.

Our address can be found on the back of this leaflet.

## **GROUND MAINTENANCE CONTRACT**

Our teams are busy throughout the year looking after your estates. In terms of this tenant rent funded service, ACHA prioritises the maintenance of the ground of areas which are in general closest to our tenants, this includes the maintenance of grass areas, trees, shrubs and pathways.

## **GARDEN INSPECTIONS**

If you have a garden, please make sure you cut the grass and keep your garden tidy and free from litter. If you are not able to cut the grass you are responsible for making suitable arrangements to

ensure that it is kept in a tidy condition. Our Housing & Neighbourhood

Services Assistants regularly inspect gardens during the growing season as part of their wider estate inspections to ensure that your area is looking at its best.



## **ESTATE INSPECTIONS**

You will see your Local Housing and Neighbourhood

Services Assistant's throughout the year carrying out inspections of your local area, if you have any concerns please do not hesitate in discussing with the assistants whilst they are in the area.

Steven Hughes is our Community Caretaker and can regularly be seen around the estates carrying out his duties.



# The close/common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

## Keep it clear

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

## If fire does start

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.



To request a free Home Fire Safety Visit

**CALL 0800 0731 999**

For more fire safety advice visit:

**[www.firescotland.gov.uk](http://www.firescotland.gov.uk)**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

# SHUT OUT SCAMMERS

Two words that will help us beat doorstep crime “no thanks”

#WhosAtTheDoor







## **GARDEN IN BLOOM**

**Congratulations to our winner of the Garden in Bloom Competition Ms Macmillan and Mr Sinclair 6 Cruachan Terrace, Taynult.**

Ms Macmillan was delighted that their work had been recognised and quoted:  
"It's wonderful to see the garden improve over the years."





## USEFUL MONEY ADVICE TIPS

Our Welfare Rights Officer, Corrina McLean can help with any benefit enquiries you may have. Corrina can be contacted on 01546 605 924 or [Corrina.McLean@acha.co.uk](mailto:Corrina.McLean@acha.co.uk)

### **BT's Home Essentials broadband - from only £15 per month**

Are you on Universal Credit, Pension Credit, ESA, Jobseeker's Allowance or Income Support and still paying full-price for your BT broadband?

You should be entitled to a lower-cost package - get in touch with them at [www.bt.com](http://www.bt.com) and have your NI number handy.

You may be entitled to **Scottish Child Payments**, which helps towards supporting your family. You can apply whether you're in work or not, if you, or your partner are in receipt of Universal Credit, Child Tax Credit, Working Tax Credit, income based Jobseekers allowance (JSA), Pension Credit, Income Support, or Income related Employment and Support Allowance. You can use this link to submit an application <https://www.mygov.scot/scottish-child-payment> or phone social Security free on 0800 182 2222

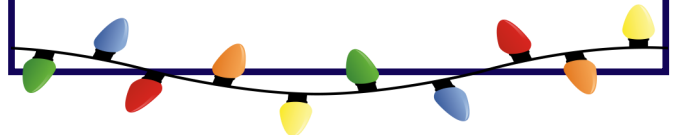
## ANTI SOCIAL BEHAVIOUR ADVICE

Argyll Community Housing Association aims to play an active role in tackling anti-social behaviour within communities. The Antisocial Behaviour Policy covers issues such as drug dealing, cultivation of drugs, violence, threatening behaviour, abuse, loud music, excessive noise and general neighbour nuisances.

Noise Nuisance is a fact of everyday life and everyone has to accept that some daily activities will create noise.

However, there are some types of noise which are unacceptable and some times of the day and night when noise really does cause a nuisance. It is expected of everyone to keep noise to a minimum between the hours of 11pm and 7am.

Our staff are experienced in dealing with noise complaints and will take action (including legal action) against tenants who are acting unreasonably. If your neighbours complain, please take it seriously because we will.



## 34 - 36 Soroba Road

As part of Argyll Community Housing Association's Exemplar Estate plans works were carried out to the gardens, paths and railings at 34 and 36 Soroba Road. Many of our tenants have commented on how this has improved the look of their neighbourhood.

## CONTACT US

Visit us at Menzies House Glenshellach Business Park Oban PA34 4RY

Email: [housing.lorn@acha.co.uk](mailto:housing.lorn@acha.co.uk)

Tel: 01546 605 930

